

Agency/Clinic\_\_\_\_\_

Reviewer\_\_\_\_\_

Date\_\_\_\_\_

<b>Observation: Participant Appointments (Scored)</b>					
<b>WIC PARTICIPANT ID Number</b>					
<b>WIC Category</b>	<b>P B N I C</b>	<b>P B N I C</b>	<b>P B N I C</b>	<b>P B N I C</b>	<b>P B N I C</b>
<b>Appointment Type</b>					
<b>Staff Observed</b>					
Certification Procedures • Residency/ID/Income	Y N	Y N	Y N	Y N	Y N
Served within Timeframe • Appointment offered within correct timeframe • Documented in MIS	Y N	Y N	Y N	Y N	Y N
Voter Registration Procedures • Forms /Assistance/Disclaimer	Y N	Y N	Y N	Y N	Y N
Anthropometrics • Weighed/measured correctly • Sanitary • Equipment accurate/checked/calibrated on schedule • Explained to participant	Y N	Y N	Y N	Y N	Y N
Bloodwork • On Schedule • Sanitary • Correct Technique	Y N	Y N	Y N	Y N	Y N
Food Package • Explained effectively • Options Presented • Specific to participant/tailored • Redemption process	Y N	Y N	Y N	Y N	Y N
Required Education • Purpose and Benefits of Program • Substance Abuse • Breastfeeding • Exit Counseling	Y N	Y N	Y N	Y N	Y N
Rights & Responsibilities • Are they being read and signed	Y N	Y N	Y N	Y N	Y N

<b>Observation: Clinic Operations (Scored)</b>		
<b>Training</b> <ul style="list-style-type: none"> <li>New Employee Training</li> <li>CEU's updated</li> <li>State WIC conference(s) attended</li> <li>Staff training form used for new staff</li> </ul>	Y      N	Notes:
<b>Nutrition Education Materials</b> <ul style="list-style-type: none"> <li>Handouts are up to date/reliable</li> <li>Posters/posted education materials are up to date/reliable</li> </ul>	Y      N	Notes:
<b>Breastfeeding</b> <ul style="list-style-type: none"> <li>Training for new staff</li> <li>BF Coordinator oversight of BF activities, outreach, carrying out plan for year</li> <li>No formula displayed in clinic</li> <li>BF friendly environment</li> </ul>	Y      N	Notes:
<b>Pump Program</b> <ul style="list-style-type: none"> <li>Pump log completed</li> <li>Pumps issued according to SP</li> <li>Follow up on multi-user pumps</li> </ul>	Y      N	Notes:
<b>Civil Rights</b> <ul style="list-style-type: none"> <li>Posters displayed</li> <li>Non-discrimination statement printed on outreach materials</li> <li>Fair Hearing information</li> <li>Complaint process</li> </ul>	Y      N	Notes:
<b>Outreach Plan Progress</b> <ul style="list-style-type: none"> <li>Published press release annually</li> <li>Other Items specific to agency</li> </ul>	Y      N	Notes:
<b>Benefit Management</b> <ul style="list-style-type: none"> <li>Locked</li> <li>Retained per policy</li> </ul>	Y      N	Notes:
<b>Posters/Signage</b> <ul style="list-style-type: none"> <li>"We Accept" Decal</li> <li>Hours of operation</li> <li>Stores that accept WIC</li> <li>Non-Smoking facility</li> <li>Local Agency policies</li> </ul>	Y      N	Notes:

<b>Overall Clinic Observations (NOT SCORED but may be required to address in the CAP)</b>		
Clinic <ul style="list-style-type: none"> <li>Clean</li> <li>Safe</li> <li>Well maintained</li> </ul>	Y      N	Notes:
Employee Integrity <ul style="list-style-type: none"> <li>Not acting as a proxy for a participant</li> <li>Not printing for family members</li> <li>WIC employees do not have conflicts of interest</li> </ul>	Y      N	Notes:
Separation of Duties <ul style="list-style-type: none"> <li>Person determining eligibility is not the same person issuing benefits</li> </ul>	Y      N	<b>Notes:</b>
IEG Available/Posted <ul style="list-style-type: none"> <li>Accessible/posted</li> <li>Current</li> </ul>	Y      N	Notes:
No-Show Policy <ul style="list-style-type: none"> <li>High Risk/Migrancy follow up</li> </ul>	Y      N	Notes:
Appointment Scheduling <ul style="list-style-type: none"> <li>Meeting participant needs</li> </ul>	Y      N	Notes:
Clinic Signage <ul style="list-style-type: none"> <li>Easy to find clinics</li> </ul>	Y      N	Notes:
Review Self-Monitoring <ul style="list-style-type: none"> <li>Tier 1 last cycle</li> </ul>	Y      N	Notes:
VENA <ul style="list-style-type: none"> <li>Are questions being asked in an open ended manner</li> <li>Affirmation is being given</li> <li>Reflecting back/Summary</li> <li>Respectful dialogue</li> <li>Participant Centered</li> </ul>	Y      N	Notes:

Discussion Topics/Additional Notes: